

Clerical and Office Branch  
Office Supervision and Customer Service Group  
Customer Service Series

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**METER READER SUPERVISOR**  
6/94

### *Summary*

Under general supervision, as first level supervisor, coordinate and participate in meter reading and customer service activities.

### *Typical Duties*

Plans meter reading routes. Involves: preparing meter reading schedules and laying out routes considering factors such as desired reading frequency, route location, and number of meter readers required; revising routes to include new accounts; participating in implementation of new and rezoning of existing routes, as required.

Process meter reading data. Involves: downloading hand-held automated recording devices into main frame computer; analyzing meter reading entries and account data for evidence of irregular conditions or inconsistencies between readings for present and previous months; issuing orders for re-reading of meters; maintaining hand-held automated recording devices and performing minor repairs; coordinating corrective action with other sections.

Supervise assigned personnel. Involves: scheduling, assigning, instructing in, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

Perform related customer service fieldwork, as assigned. Includes: substituting, if assigned, for immediate supervisor, subordinates or co-workers during temporary absences by performing specified duties and responsibilities essential to maintain continuity of customer service; investigating and responding to customer complaints and inquiries; compiling work volume statistics; maintaining records and preparing reports.

### *Minimum Qualifications*

Training and Experience: Graduation from high school or equivalent and one year meter reading experience and two years customer service field experience which involved applying standard practices to independently resolve customer service problems; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: departmental rules, regulations and policies; customer relations practices and techniques; office practices and procedures; equipment and procedures used in water meter reading; local geography and street locations. Good knowledge of: customer billing and account coding; supervisory practices and procedures. Some knowledge of: bookkeeping methods and procedures.

Ability to: tactfully deal with irate customers by explaining relevant departmental policies and regulations; accurately perform and check mathematical calculation; maintain hand-held meter recording devices and perform minor repair; interpret instructions and apply established methods to solve practical problems involving concrete variables in diverse situations; establish and maintain effective working relationships with fellow employees, customers and the general public; firmly, justly and impartially exercise delegated supervisory authority to lead, motivate, train and evaluate assigned personnel; express oneself clearly and concisely both orally and in writing in order to maintain records and prepare reports.

Skill in the use of common office equipment, personal computers, and automated hand-held recording devices.

Physical Requirements: Required to: occasionally walk, bend, stoop, squat, move steel plate meter covers and work outdoors in all kinds of weather.

Special requirements: Work evenings, weekends, holidays and mandatory overtime, as required.

License and Certificates: Texas Class "C" Drivers License or equivalent license issued by another state.

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Director of Personnel

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Department Head